Better Bus Stops 2024 highlights

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Metropolitan Council

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Metro Transit

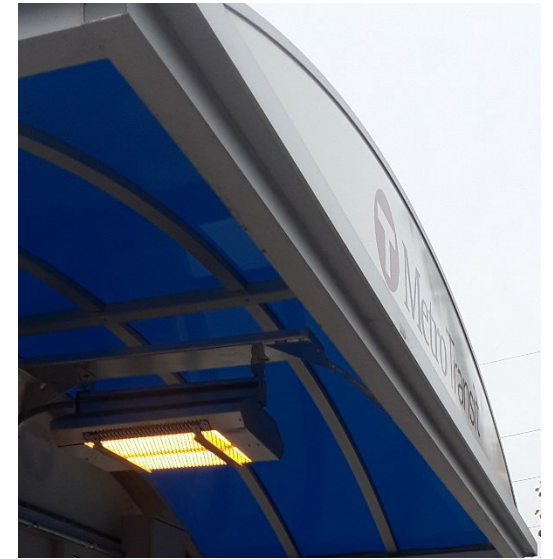# Bus stop improvement examples
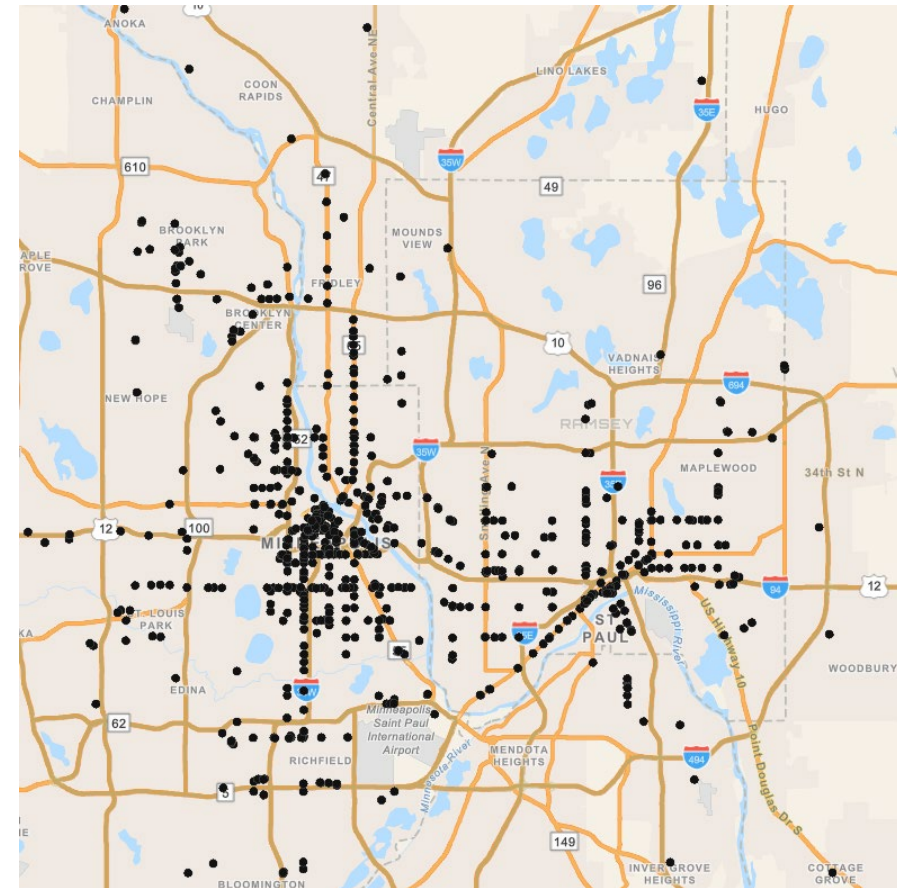

Accessible boarding area

Bus Shelter

Shelter Light

Shelter Heater

Metro Transit regular route bus stops and shelters

- Bus stops: 9,000

- Bus shelters: 800

- Shelter lights: 330

- Shelter heaters: 140

Map of Metro Transit bus shelters

2024 Bus Stop Capital Improvements

Improvement	2024
✓ Accessible boarding area	81
✓ Added shelter	6
✓ Replaced aged shelter	28
✓ Added light, heat	37

These do not include METRO projects such as B Line, E Line or Gold Line

Construction highlights

- Solar lighting expansion

- Digital advertising shelters

Bus shelter maintenance in 2024

metrotransit.org/cleanliness-facilities-form

- Starting in 2024, an online form makes it easier for people to share feedback on repairs & cleanliness

- 1,070 issues at bus shelters were reported last year by community members or Metro Transit staff

- On average, issues were addressed within 2.7 days

- 94% of bus shelters were cleaned at least once a week

- 92% of reported graffiti incidents at bus shelters were removed within one week, and most were typically removed within 2 days

Customer Experience

Cleanliness and facilities form
Use this form to report issues or concerns with cleanliness at facilities or on Metro Transit vehicles or property.

✱ = Required Field

Details of issue or incident

Issue or incident ✱

Boarding location / Stop number

Bus Stop Improvement Guidelines update

With 9,000 bus stops, Metro Transit uses [guidelines](#) to consistently prioritize investments across the system and to communicate decision-making criteria with the community.

- Adding bus shelters

- Improving shelters with light or heat

- Replacing shelters

metrotransit.org/bus-stop-improvement-guidelines
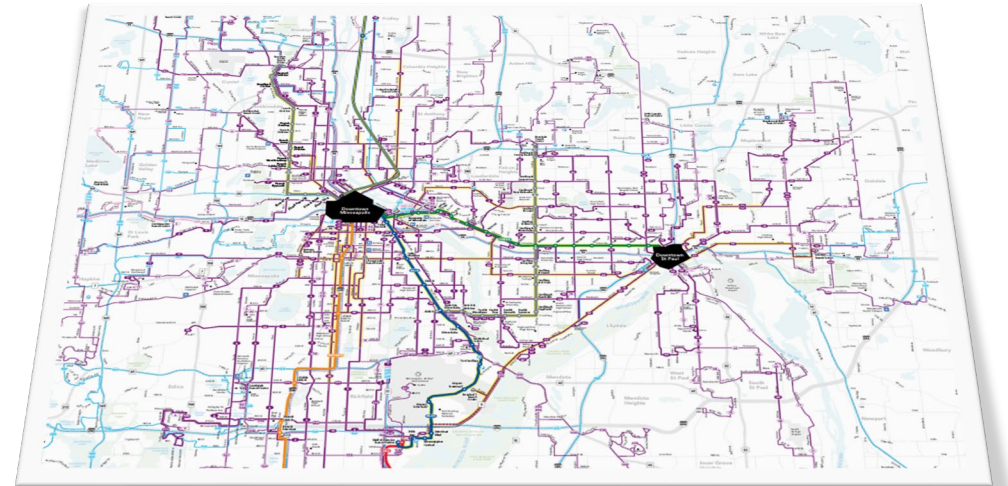
Transit System Map

New Shelter Guideline

- Bus stops with 20 or more daily boardings may be considered for a bus shelter

- Prioritize based equity considerations, transit transfers, and community destinations

- Approximately 220 bus stops with 20+ boardings and without a shelter, based on existing ridership

Add Light Guideline

- Add light to bus shelters where a source of power is readily available

  - Solar

  - Connect to METRO station

  - Connect to streetlight

- Continue to prioritize where there are more customers during dark hours, and personal safety

- Approximately 150 shelters to consider adding light
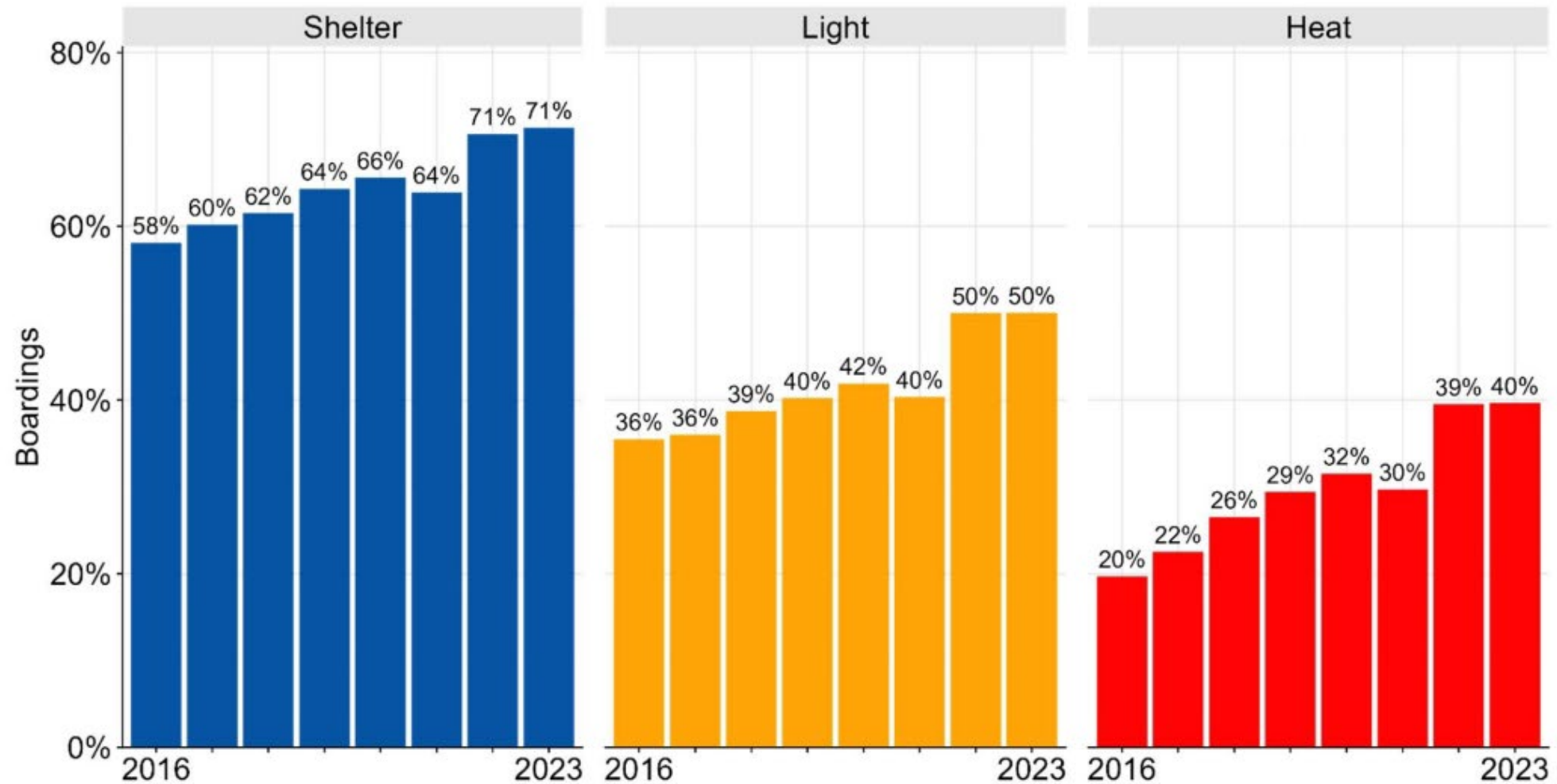
Add Heat Guideline

- Focus heaters to transfer points with 70+ daily boardings

  - Service design puts customers at the bus stop

  - Permanence of electrical connections

  - Opportunities to share electrical with METRO stations

- Approximately 60 locations to consider adding heat

Topic	Previous Guidelines	Updated Guidelines
New Shelter	30+ daily boardings, prioritized by • Boardings • More households without cars • Community destinations	**20+** daily boardings, prioritized by • Major transfer points • Equity considerations • Community destinations
Remove Shelter, permanently *due to low usage and to conserve maintenance resources*	< 15 daily boardings	**< 10** daily boardings **and no planned service improvements**
Add Light	Where there are more customers when it's dark, or where there are documented personal safety concerns	**Where a source of power is readily available,** with more customers when it's dark, or where there are documented personal safety concerns
Add Heat	100+ daily boardings	**Major transfer point & 70+** daily boardings
Accessible Boarding Pads	not addressed	Constructed annually as part of Metro Transit's ongoing capital program and ADA responsibilities

Guideline Revision Summary

Availability of Shelter, Light and Heat: 2016 through Winter 2023-2024

An increasing percent of riders wait for the bus with shelters, light, and heat

2025 and beyond

- More bus riders will have access to shelters, shelter lighting and heaters
  - Better Bus Stops' updated guidelines
  - BRT expansion

- Continue coordinating bus stop improvements with other agencies' roadway projects

- Continue advancing accessibility improvements

Thank You

metrotransit.org/better-bus-stops

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